Conflict Resolution Tip Sheet

Here are a few best practices to keep in mind during business meetings to make sure they are as effective, productive, and inclusive as possible:

- Remind everyone to invite their Higher Power into the discussion.
- Foster an open, safe, and respectful environment for discussion.
- "Keep an Open Mind."
- Presume goodwill; acknowledge that all involved want the best for Al-Anon.
- Share common information about the history of the conflict, including areas the group can agree on. [Use "Framing the Topic" document]
- Allow all who wish to speak to do so
- Keep the group focused on the topic
- Agree on a time limit for individuals to express their thoughts.
- Acknowledge progress.
- Take a break if necessary (say the Serenity Prayer).
- Place the outcome in your Higher Power's hands.

--***Talk to Each Other, Resolving Conflicts within Al-Anon, S-73***

Tips for a Zoom or Hybrid meeting

Some features of Zoom may lead to conflict in a Zoom or hybrid meeting.
- "Chat" feature on Zoom -- discuss its function and purpose during business meetings.
  - Discuss whether to turn the "chat" function off during the business meeting. It can lead to side conversations.
  - Using the "chat" function to comment on other members' questions or opinions during business meetings may lead to dissension.
- Discuss defining "substantial unanimity" as your goal. If you vote on a decision and the group is almost equally split, consider waiting. Most issues can be "paused" for a few weeks so that members can think and pray about it.

Knowledge-Based Decision-Making (KBDM) can help.
- Ask your meeting to adopt KBDM as the process used during business meetings that lead to a Group Conscience.
- Adopt the use of the "Framing the Topic" document so that all members begin the Al-Anon business meeting with the same factual information.

Keep an open mind! The discussion might be going in one direction, and a comment from one member could turn everything around.